MARINE RESCUE NEW SOUTH WALES

Registered Training Organisation

Training

Member Handbook

Document Owner

Marine Rescue NSW has developed this document

Marine Rescue NSW
Building 1, 202 Nicholson Parade
Cronulla NSW 2230
P: 02 8071 4848
F: 02 9882 2869
E: training@marinerescuensw.com.au
RTO Number: 70223
ABN: 98 138 078 092

Copyright Owner: Marine Rescue NSW ©

Version: 5 14062016

Contents

Why do we have assessment? 3

Legislation 3

Participation in Training 4

Your Commitment to Training 5

Working with Children 5

Fees and Refund Policy 5

Enrolment 5

Access and Equity Policy 6

Recognition of Prior Learning (RPL, Skills Recognition) 6

Language Literacy and Numeracy Issues (LLN) 6

Trainee Support, Welfare and Guidance 7

Trainee Training Records Policy 7

Complaints and Appeals (including Academic Appeals) 8

Cheating and Plagiarism 8

Why do we have assessment?

Marine Rescue NSW (MRNSW) is a Registered Training Organisation (RTO), which means we are licensed to train our members according to recognised standards.

Our competency-based training is designed by MRNSW in line with industry standards and legislative and State Rescue Board requirements.

There are three Regional Training Managers. These managers support training activities in their operational regions: *North*: Northern Rivers/Mid North Coast; *Central*: Hunter-Central Coast/Greater Sydney; and *South*: Illawarra/Monaro.

MRNSW delivers marine rescue and radio operations training to members at their local units or through regional workshops run by the MRNSW training team e.g. fight fire at sea and sea survival.

Members can choose to train for one or both:

Vessel Duty	Radio Operations

The training includes subjects such as seamanship, Work Health and Safety (WHS) and safety at sea, navigation and electronics, simple engineering, communications, risk assessment, team work, search and rescue and briefings and debriefings.

Members must complete an Operational Assessment to achieve their ratings. Your Unit Training Officer will provide training and support through mentoring and coaching.

MRNSW recognises that we can acquire vocational skills from a variety of different sources other than formal training. These skills are valid irrespective of how they were achieved. If a member believes s/he already have the skills and knowledge specified by one or more Competencies in the identified training course, s/he can apply for Skills Recognition. The Training System Officer or an Assessor can guide you in providing the necessary evidence. If successful, the member's training program within MRNSW can be reduced accordingly.

Qualifications issued by other RTOs will be fully recognised by MRNSW, as long as a certified copy of the original qualification is provided to the Unit Training Officer.

Legislation

MRNSW volunteers are dedicated to saving lives on the water. To do this safely, we need members with highly developed skills who can respond to an incident in a calm, professional and efficient manner, particularly when life or vessel are at risk. During operations, members need situational awareness so they can react appropriately when factors change and the situation starts escalating. Training also concentrates on strengthening teamwork because members of a duty team are allocated different roles and they must rely on each other to get the job done.

MRNSW conducts training that is based on national industry competency standards, known as Units of Competency. These are designed to reflect the skills and knowledge required when performing tasks associated with a particular work role, such as a radio operator or boat crew.

The Units of Competency are grouped into formal qualifications that sit within the Australian Qualifications Framework (AQF). They are released as national Training Packages, such as the two we use:

MAR Maritime Training Package	PUA12 Public Safety Training Package

If you wish to check what a training package looks like, you can go to the *National Training Register* at www.training.gov.au. This site also contains the national database of RTOs. You can search for MRNSW by name or our RTO ID No. 70223.

Statements of Attainment / Qualifications issued by MRNSW are portable as they are recognised across Australia. Our MRNSW Coxswains achieve the *MAR20313 Certificate II in Maritime Operations (Coxswain Grade 1 Near Coastal)* which is the qualification required by coxswains operating in the search and rescue sector.

To ensure delivery of high quality training and assessment to members, MRNSW must comply with standards that cover the need for:

- Wide industry consultation in the design of a vocational training course
- Facilities, equipment and learning resources that allow students to gain the required knowledge and skills relevant to the real workplace environment
- Trainers and Assessors who hold current training and assessment qualifications, the same or higher industry qualifications that they train or assess, relevant industry currency and also, they must provide evidence of annual professional development as both a Trainer / Assessor
- Quality assessment tools that are validated by external industry stakeholders as meeting industry performance benchmarks
- Assessors who, even though they may be geographically spread or assessing students with different needs, will still provide consistent judgments of student competency when using the same assessment tools
- A systematic and ongoing continuous improvement system in place to prove that the RTO is working to improve its processes and services to provide a better learning experience and high standard assessment outcomes
- Regular audits by the VET regulator, the Australian Skills Quality Authority (ASQA), after the first year of registration and then every five years thereafter

Further our training requirements for each Rating are set by the *State Rescue Board of NSW* as a part of MR Unit accreditation.

Participation in Training

As a member of MRNSW you are able to participate in all training activities. Whether you are maintaining your skills or working towards your first or next Rating.

There are pre-requisites to enrolling in some of our training programs. Ask your Unit Training Officer (TO) about the specific details. Your TO will give you course information and discuss the training program requirements with you.

Even if new members have a higher maritime or radio communications qualification achieved with another RTO, remember each MR Rating has at least one or more specialist PUA Public Safety Units of Competency that must be completed for SRB accreditation purposes. You will still have to complete these Units of Competency for marine rescue service.

MRNSW has a holistic Operational Assessment that all members must achieve at the end of a Rating course in order to gain the MRNSW Rating and epaulettes.

Read through *SOP OP01 Training* and discuss with your Unit TO or Training System Officer (TSO). You will find all MRNSW SOPs in OTTER.

Your Commitment to Training

MRNSW takes training very seriously. Like other emergency services, our members need to keep their skills current with ongoing training and the conduct of regular *Emergency Rescue Management (ERM) Exercises* where real-life incidents are simulated whilst on training duty. We work in a high risk environment and must be well prepared.

However we want you to enjoy your training and to this end, we try to make it as interesting and engaging as possible. We really appreciate the time you give to your local community and our organisation as a MRNSW volunteer. To assist you, we are committed to providing learning and assessment tasks that are hands-on, realistic scenarios of the type of incidents you may encounter when on duty. We hope you will enjoy the process.

Our expectation is that you will put in the time and effort required to complete your chosen course to our rigorous quality standard. We never compromise our training or operational standards. Your life may depend on it!

MRNSW will support you through your training as much as possible.

Working with Children

MRNSW accept people between the ages of 16 to 18 years (Young Members) into our training programs.

We comply with all Federal and State Working with Children legislation. The new NSW Working with Children Check came into effect on 15 June 2013. To ensure we are meeting the new legal safeguards, MRNSW released *SOP ADM 16 Child Related Activities* (see OTTER Constitution, Rules, SOPs).

If you are in the 16 to 18 age group, you will be a welcome participant in our training programs with MRNSW committed to providing a safe and supporting environment for you.

Fees and Refund Policy

MRNSW training programs are provided without cost to members. MR RTO does not provide commercial fee-for-services training and assessment services.

Enrolment

Enrolments of MRNSW members are processed by the Regional Training Manager using the membership number. Your Unit Training Officer (TO) will discuss the intended course with you and supply you with:

- Course Information
- Trainee Handbook
- Enrolment Form
- MRNSW member Induction checklist

Once you confirm your intention to commit to the course, you will be formally enrolled in the course through the Training Management System (TMS).

Once enrolled, you will be advised where to access the Learner Guide and support materials and provided with a user name and password to OTTER. Over the duration of the course, you will be able to check your progress via your TO.

The Learner information / Activity Workbook / Learner Manual provide the learning and assessment requirements you need to achieve. You will be allocated a Trainer and an Assessor. They will also discuss these requirements with you.

If you have queries at any time you should first discuss these with your TO or RTM.

Access and Equity Policy

MR RTO is committed to offering training opportunities to all people on an equal and fair basis.

MRNSW accepts people who are male, female, those presenting with a disability, from non-English speaking backgrounds, Indigenous Australians and in fact, everyone who can meet the Police check, Induction and safety requirements, particularly for sea survival if they wish to be vessel crew.

If you feel you have been discriminated against, you can lodge a formal complaint which will be administered under *SOP ADM06 Grievances*. This process can be initiated through any Training and Education staff member or may be referred to your Unit Commander.

Recognition of Prior Learning (RPL, Skills Recognition)

MRNSW recognises that we all acquire vocational skills from a variety of different sources other than formal training. These skills are valid irrespective of how they were acquired.

If you believe you already have the skills and knowledge specified by the Units of Competency in your identified training course, you should apply through your TO to have these skills and knowledge formally recognised through Skills Recognition. The TO or your allocated Assessor will provide support as you collect the necessary evidence. If successful, your training program will be reduced accordingly.

Language Literacy and Numeracy Issues (LLN)

Our course materials contain written documentation and in some courses, numerical calculations. We recognise that not all people are able to read, write and perform calculations to the same standards.

We endeavour to help trainees by accommodating anyone experiencing difficulties with language, literacy or numeracy, especially with regard to nautical terms and navigational calculations.

We support trainees in their learning through our subject matter experts (SMEs) but should a trainee's needs exceed our skill we will refer him/her to an external support provider such as their local TAFE College or Community Centre.

For further information about our LLN assistance, please refer to your Units TO who will in collaboration with the RTM, formulate an assistance plan for you.

Trainee Support, Welfare and Guidance

MRNSW will support all trainees in their efforts to complete our training programs.

In the event that you experience difficulties with your studies we recommend you speak with your Unit TO or RTM to decide together on a course of action.

If you have an identified learning need we will attempt to accommodate this need. The TO or RTM will assist you by appointing a SME to aid you with the course work. This may involve additional tutoring, extra practical training or more time on a vessel or in the radio room.

Where required, assessment will be delayed until you are confident that you will complete the assessment satisfactorily.

Should you be experiencing a personal difficulty we will make every attempt to accommodate your needs within our limited capacity.

MRNSW offers a compassionate and understanding approach to the difficulties of our trainees. As required, trainees can discuss their needs with the TO or RTM in confidence.

Where your learning needs exceed our capability, we will refer you to an appropriate external agency.

Trainee Training Records Policy

MRNSW is committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our trainee's privacy.

Trainees can access their own records at any time through the online Training Management System (TMS), your user name and password will be provided to you at enrolment and if you are experiencing difficulties please contact the Unit TO or RTM.

Hardcopy versions of your training records will be stored in a locked secure office area at your Unit. Our electronic records are stored in TMS and are protected by password access. We further protect our records by maintaining up to date virus, firewall and spyware protection software.

The RTM will undertake a validation of the training records of all current trainees and report the accuracy to the Unit Commander.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual trainee training records will be limited to:

- Unit TOs checking and updating records
- The RTM in their efforts to ensure the accuracy and integrity of the system and to ensure the compliance with all internal and external requirements
- MRNSW management staff as required to ensure the smooth and efficient operation of the service
- Officers from the Australian Skills Quality Authority (ASQA) or their representatives for activities required under the RTO standards
- Those required by law such as people permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act)

Complaints and Appeals (including Academic Appeals)

MRNSW treats complaints and appeals seriously and we will deal with these in an effective and timely manner. Training grievances are dealt with in accordance with *MRNSW SOP ADM06 Grievance*.

Training Appeals and Grievances Procedures

This procedure is to be used by members when appealing decisions against an assessment.
In the first instance, the trainee should try to resolve the issue by discussion with their Assessor and/or Unit TO. If this cannot be resolved then the trainee may appeal to the Regional Training Manager.

An appeal against an assessment must be lodged in writing and signed by the trainee within 14 days of the date of the result of the assessment. The appeal must clearly state the grounds for the appeal and should include any evidence available to support the appeal.

Valid grounds for submitting an appeal are:

- Demonstrated bias of the Assessor
- Incorrect or wrong information from the Assessor regarding the assessment strategy process and/or requirement
- Inappropriate or incorrect assessment tool was used during the assessment
- Equipment used was faulty and affected the outcome

On receipt of the appeal documentation, the RTM will:

- Notify the trainee and the Unit TO of the receipt of the appeal
- Refer the appeal to an independent assessor for review and to make a determination

The independent assessor will be a member of the *Regional Operational Assessment Panel* in one of the other two training areas and will be nominated by the RTM.

The independent assessor will:

- Review the appeal documentation
- Interview the member as necessary to clarify any issues
- Interview the original assessor as necessary
- Make a determination

The RTM will contact the member in writing and advise them of the determination. All paperwork will be transferred to Head Quarters for record holding.

Cheating and Plagiarism

Cheating and plagiarism will not be tolerated and may result in disciplinary action.

Cheating

- A member shall not cheat or attempt to cheat in any assessment
- A member, whether in training or not, shall not do anything intended to assist any one sitting an assessment, to cheat or otherwise defeat the purpose of the assessment. Where an Assessor believes that a member is cheating, he/she will be instantly informed of such and the assessment abandoned

- If a member is suspected of cheating then the Assessor shall submit a report to the RTM
- The RTM shall investigate the incident and report to Head Quarters
- Head Quarters will advise the appropriate action to be taken
- Disciplinary action will be administered under *SOP ADM05 Discipline*

Plagiarism

- A member shall not plagiarise another's work and present it as his/her own. Assignment work should be the member's own work and if necessary, any sources should be 'referenced' accordingly
- If a member is suspected of plagiarising another's work then the Assessor shall submit a report to the RTM
- The RTM shall investigate the incident and report to Head Quarters
- Head Quarters will advise appropriate action to be taken
- Disciplinary action will be administered under *SOP ADM05 Discipline*
- Establish the context and purpose of the assessment
- Identify the relevant Operational Assessment, assessment guidelines as set out within the Assessor Guide of the rating
- Ensue they have a full understanding of the assessment requirements
- Identify potential / other evidence collection methods
- Report any disputed assessment decision to their RTM
- Participate in the reassessment or appeal according to the policies and procedures of MRNSW

Volunteers saving lives on the water